

**MEMORANDUM CIRCULAR NO. 2020-03
SERIES OF 2020**

TO : GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED-OR-CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES

SUBJECT : EXTENSION OF DEADLINE OF SUBMISSION OF THE CITIZEN'S CHARTER AND SUSPENSION OF PROCESSING TIMES IN THE DELIVERY OF GOVERNMENT SERVICES IN LUZON AREA IN LIGHT OF THE IMPOSITION OF THE ENHANCED COMMUNITY QUARANTINE

DATE : 20 MARCH 2020

In the interest of service and pursuant to Presidential Proclamation No. 922, series of 2020 dated 8 March 2020 *Declaring a State of Public Health Emergency Throughout the Philippines* due to Corona Virus Disease 2019 (COVID-19), Memorandum from the Office of the Executive Secretary dated 16 March 2020 on the subject *Community Quarantine over the Entire Luzon and Further Guidelines on the Management of COVID-19 Situation*, and the Civil Service Commission Announcement No.13, s. 2020 dated 17 March 2020 on the *Alternative Work Arrangements in light of the Enhanced Community Quarantine*, the Anti-Red Tape Authority, in compliance with these issuances, informs all covered government agencies that:

A. As to the Deadline of Submission of Citizen's Charter

1. The deadline of the submission of the Citizen's Charter, including all government services covering both the external and internal services, is **EXTENDED** for **TWENTY (20) WORKING DAYS** counted from 13 April 2020 or until such time that the Enhanced Community Quarantine over Luzon has been lifted, whichever comes first.
2. This covers the obligation of the covered agencies to post their updated Citizen's Charter as mandated under Section 3 (a), Rule IV of the Implementing Rules and Regulations (IRR) of RA No. 11032¹.

¹ Section 3 (a), Rule IV of the IRR of RA No. 11032 provides that "should there be any update, the head of agency shall ensure that an updated Citizen's Charter is posted not later than March 31st of each year."



B. As to the Mandated Processing Times of 3-7-20 Working Days

1. The processing times stated in the Citizen's Charter of government agencies shall be **SUSPENDED AND APPROPRIATE ADJUSTMENTS SHALL BE MADE** until April 13, 2020, or until the Enhanced Community Quarantine is lifted, whichever comes first.
2. The counting of prescribed processing time, which shall be expressed in working days as stated under Section 2 (d), Rule IV of the IRR shall immediately commence upon resumption of regular working schedule. *Provided that*, the government agencies shall notify the citizens or clients in writing or through other means of communication of the adjustments made in their processing times.
3. Other government agencies located in areas which are not placed under the Enhanced Community Quarantine shall **OBSERVE** the prescribed processing times stated in their Citizen's Charter.

All previous issuances or portions thereof issued by the Authority inconsistent with this Circular are hereby deemed inoperative until further notice.

For information and compliance.

Recommending Approval:

ATTY. EDUARDO V. BRINGAS

Deputy Director General for Finance and Administration

ATTY. ERNESTO V. PEREZ, CPA

Deputy Director General for Legal

Approved:

ATTY. JEREMIAH B. BELGICA, REB, EnP

Director General

